

EMERGENCY OPERATIONS CENTER ASSESSMENT

The purpose of this assessment is to help local governments improve emergency preparedness and management by ensuring that their Emergency Operations Centers have facility, decision support, and telecommunications capabilities that provide flexibility, sustainability, security, survivability, and interoperability.

An Emergency Operations Center (EOC) assessment focuses on two operational areas: (1) the basic physical capabilities of an EOC and Survivable Crisis Management, and (2) the ability of the EOC to share data, graphics, and correspondence in an interactive environment.

In answering these questions, please refer to the document *“Design Recommendations and Criteria for Emergency Operations Centers.”* This document summarizes many of the qualities that are found in a fully functional Emergency Operations Center.

Please submit any supporting documentation that you feel would help to briefly explain or describe the information that you are providing. If your jurisdiction does not have an Emergency Operations Center, please complete only the cost analysis item at the end of each section.

If you have an alternate Emergency Operations Center location(s) please complete the assessment for each alternate site.

PLEASE COMPLETE:

FIPS Code:

JURISDICTION:

DATE ASSESSMENT COMPLETED:

A. Emergency Management Program	
1) Name of Jurisdiction:	
2) Name of Organization:	
3) Facility Name:	
4) Facility Address:	
5) Street Address:	
6) City:	Zip Code:
7) Latitude (<i>Decimal Degrees</i>):	
8) Longitude (<i>Decimal Degrees</i>):	
9) Contact Name:	
10) Contact Telephone Number:	
11) Date of Survey: month day year / / 2003	
B. EOC Facility Information	
<p>This section examines the physical features of EOC facilities: siting, structure, and available space. EOC spaces to consider are an operations area, break out rooms, communications center, secure communications room, and multi-use space.</p> <p>Some of the more relevant features that you need to consider, is whether the EOC space is dedicated (set aside and configured for EOC use only) or multipurpose (not dedicated). Multi-use space is usually an office, administrative, or conference area that is used for day-to-day functions and can be made available to support emergency response and management operations. Typically, the day-to-day staff is displaced to another location.</p>	
1) Structural Identification: Steel Frame, Concrete Frame, Concrete Block, Wood Frame, etc. Determine if the EOC is located in a facility that has structural integrity.	
2) Construction:	
Floor:	
Ceiling:	
Upper Floor(s):	
Roof:	

2) Where is the EOC located relative to the other uses (basement, ground floor, and upper floor or below grade in a "shelter")?	
3) Operations Room: Determine if the EOC has a dedicated Operations Room. The space must be adequate to support the emergency response and EOC staff.	
Operations Room Size:	Sq. ft.
Functional Positions	Telephone Numbers:
5) Communications Room: The EOC needs a dedicated and secure communications room/center separate from the Operation Area, but close enough to allow rapid dissemination of information. The size of this room must be adequate to support EOC communications and contain sufficient personnel and equipment.	
Communications Room Size:	Sq. ft.
Functional Positions	Telephone Numbers
6) Breakout Room: An EOC needs breakout rooms or multi-purpose rooms that can be used for conference/media room(s) or other needs of the facility. The size should be adequate to support meetings and media briefings. These rooms should be physically separated/isolated from the operations area so that media briefings do not interfere with on-going operations.	
Breakout Room Description and Size(s):	Sq. ft.
7) Other areas (kitchen, bathroom, etc). Usage & Size:	Sq. ft.
	Sq. ft.
	Sq. ft.
	Sq. ft.

8) Emergency Generator:		Fuel:	Power Output kW or kVA:
9) Water Supply:		Backup Source:	
10) Security: The EOC should be located in a government owned or leased facility. Does the EOC occupy its own building or does it share the building with another organization (eg: state or local police headquarters, county facility, emergency medical services facility, National Guard armory, or a commercial building)?			
Is the EOC located in an area where it can quickly be secured? <div style="text-align: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</div>			
Fencing:			
Exterior Lighting:			
Intruder Detection:			
Personnel Screening & Identification:			
Vehicle Barriers:			
Other Security Measures:			
11) EOC Staff Parking: The facility must have adequate parking and be expandable to provide for increased staffing levels. Describe whether the parking is above or below ground.			
Number of EOC Staff Parking Spaces:		Adequate:	<input type="checkbox"/> Yes <input type="checkbox"/> No
12) Does the building have space to accommodate a helicopter landing pad? <div style="text-align: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</div>			
Is the surrounding area sufficiently clear of obstructions to allow a helicopter to approach and land? <div style="text-align: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</div>			
13) Cost for Improvements: Estimate the cost for adding or upgrading each of the following items to the EOC facility. Please attach supporting documentation for these items.			
Operations Room:		\$.
Communications Room:		\$.
Breakout Room(s):		\$.
Other areas:		\$.
Emergency Generator:		\$.
Water Supply:		\$.
Security:		\$.
Parking:		\$.
Other Improvements. Provide Description and Cost:		\$.
		\$.
		\$.

C. Communications Capability

These questions pertain to your EOC and/or Communications Room.

This section examines the ability of the EOC to share common principles of operations and exchange routine and time-sensitive information with local jurisdictions and the State EOC. For some jurisdictions, the EOC has a requirement to monitor the communications of key emergency services; (eg: police, fire, emergency medical service (EMS), HAZMAT, public works as well as key private industries, nuclear power plants, and hazardous waste disposal facilities.) Determine if your jurisdiction has this requirement, what is the capability, and whether it is adequate. If an alternate EOC exists, evaluate your ability to communicate with it as well.

1) Communications Capability:

Telephones (report quantity) available in:

Operations Room:

Communications Room:

Breakout Rooms:

2) Do the telephones have caller ID, Conference Call ,Voice Recording?

Caller ID:

☐ Yes ☐ No

Conference Call:

☐ Yes ☐ No

Voice Recording:

☐ Yes ☐ No

3) Communications Network: Examine the telephone system in place.

Is the number of telephones, adequate for the EOC to conduct emergency response and management operations?

☐ Yes ☐ No

Cost of improving the telephone system:

\$.

4) Are telephones connected to an in-house Private Branch Exchange (PBX) and is that exchange under an uninterruptible power supply (UPS)?

PBX System:

☐ Yes ☐ No

PBX protected by UPS:

☐ Yes ☐ No

Cost to add UPS protection to PBX:

\$.

5) Are telephones connected directly to a local commercial carrier (eg: draw dial tone from the local switch rather than from the PBX)?

Local Carrier System:

☐ Yes ☐ No

Number of Separate Lines:

6) Is the number of facsimiles, secure and non-secure, adequate to conduct emergency response operations? In addition, are any of these dedicated transmit or receive facsimiles?

Facsimile Machine Adequate:

☐ Yes ☐ No

Number:

Transmit only:

☐ Yes ☐ No

Receive only:

☐ Yes ☐ No

Cost to add the facsimile if needed:

\$.

7) Radio Systems in the communications room:	
MPSCS 800 MHz System (quantity and locations):	
Do you have a RACES program? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Amateur Radios: <input type="checkbox"/> Yes <input type="checkbox"/> No	MHz
Name of RACES Emergency Coordinator:	
Amateur Packet Capability: <input type="checkbox"/> Yes <input type="checkbox"/> No	MHz
Other Radios (please identify):	
8) Other Communication Systems: (please identify type and quantity)	
Satellite Telephone:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Weather Radio Receivers:	<input type="checkbox"/> Yes <input type="checkbox"/> No
EAS Encoder/Decoder:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pagers:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Local TV, Cable News:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other Wireless (PalmVII, Blackberry, etc.):	
9) In the event of a disaster that disrupts the telephone network, what communications system(s) is in place that can provide emergency backup links to these areas:	
State EOC:	
Adjacent County/City EOC:	
Federal Systems, DOT, FBI, USCG, NOAA, etc:	

Critical Facilities, Hospitals, Police, Fire, WTP & WWTP, Utilities, etc:	
10) Estimate the cost for adding or improving the communications. Please attach supporting documentation for each of these items.	
Telephones:	\$.
Facsimile:	\$.
Radio Equipment:	\$.
Other Communications Equipment:	\$.
Connectivity with other Agencies:	\$.
D. Computer Systems and Network Capabilities	
1) Facility wired for Local/Wide Area Network Capability: <input type="checkbox"/> Yes <input type="checkbox"/> No	
If no LAN/WAN capability, do you have dial up modem? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Other (DSN, Cable, etc): <input type="checkbox"/> Yes <input type="checkbox"/> No	
Description:	Speed:
2) Computers available to EOC: <input type="checkbox"/> Yes <input type="checkbox"/> No	How many:
3) Computer available in other rooms (communications, breakout, etc.) <input type="checkbox"/> Yes <input type="checkbox"/> No	How many:
4) Internet access in the EOC: <input type="checkbox"/> Yes <input type="checkbox"/> No	How many:
5) Internet access in other rooms: <input type="checkbox"/> Yes <input type="checkbox"/> No	How many:
6) Video/Audio display system in EOC and/or Comm Room:	<div style="display: flex; justify-content: space-around;"> <div>Video <input type="checkbox"/> Yes <input type="checkbox"/> No</div> <div>Audio <input type="checkbox"/> Yes <input type="checkbox"/> No</div> </div>
Description:	
7) Incident Management System (SoftRisk, ETeam, WebEOC, etc) in EOC? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Description:	

8) Other Computer and/or Network Capabilities.	
Video Conference System:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Printers:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Copiers:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other:	
9) Estimate cost for adding or modifying computer and network systems.	
Facility wiring:	\$.
High speed internet access:	\$.
Computer Equipment:	\$.
Video Displays:	\$.
Software:	\$.
Other, printers, scanners, copiers:	\$.
E. Procedures	
1) Are there common operations, reporting, and communications procedures that will be used during the response to and management of an All Hazards event? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2) Does the EOC have requirements to exchange information with local EOCs/jurisdictions and essential emergency services (eg, police, fire, EMS, HAZMAT, and public works)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
3) If procedures are not complete, please estimate the cost of personnel and resources to complete this work.	
Personnel Cost:	\$.
Resources (list):	\$.
F. Training	
1) Does the local government EOC have common operations, reporting, and communications training that will be used to prepare for the response to and management of an All Hazards event? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2) Is training provided to local jurisdictions and key emergency services (e.g., police, fire, EMS, HAZMAT, and public works)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
3) Are there procedures/checklists in place to facilitate the training? <input type="checkbox"/> Yes <input type="checkbox"/> No	
4) If training is not complete, please estimate the cost of personnel and resources to complete this work.	
Personnel (man-hours):	\$.
Personnel Cost:	\$.
Other Costs (list):	\$.
	\$.

G. Survivability

This section looks at the capability of the facility to sustain the effects of a realized or potential risk and continue operations from the Emergency Operating Center or a fully-capable alternate location (eg: have an alternate EOC that can be activated and used if the primary is destroyed, damaged, or not accessible).

1) Hazard Vulnerability Analysis:

List all the hazards identified for this facility along with the estimated cost associated with remedial measures necessary to eliminate or reduce these hazards. When listing known hazards, please include those within one half mile of your EOC (or proposed location if you do not have a current EOC).

2) Survivability Analysis:

Describe the ability of the EOC to survive the effects of these relevant risks (eg: natural and man-made hazards). If improvements are needed, provide a cost estimate and a brief description of the modifications necessary to improve the survivability of the EOC. Include in your assessment, protection from blast effects and a collective system for chemical, biological, radiological, or nuclear agents.

3) Mitigation:

Is the EOC located in a known high-risk area (e.g. floods, nuclear power plant, Hazardous Material (HAZMAT) sites)? ☐ Yes ☐ No

Describe areas(s):

--

Do you have plans to mitigate risks?

☐ Yes ☐ No

If mitigation planning is not complete, what is your time frame to complete these plans?

month / day / year

What is the estimate cost of personnel and resources to complete these plans?

\$.

H. Sustainability

This section examines the ability of the EOC to support operations for extended duration (e.g.: be able to sustain operations 24/7 during all emergency situations without interruption; to the extent practical).

1) What is the length in days that the EOC can support 24 hour operations with existing personnel and supplies?	Number of Days:
2) If administrative support and supplies are inadequate, identify the required quantities needed and their associated cost.	
Personnel:	\$.
Food:	\$.
Water:	\$.
Fuel:	\$.
Paper Products:	\$.
Office Supplies:	\$.
3) Uninterruptible Power Supply (UPS): Examine whether the EOC has an UPS system in place that provides power until the backup generator comes on line.	
UPS in place: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Systems Protected (list):	
Systems not protected (list):	
Cost to provide the UPS system:	\$.
4) HVAC: Examines whether the heating, ventilation, and air conditioning (HVAC) systems are centrally (building-wide) or locally managed and the ability of the EOC to control the environment and not be dependent on other demands for HVAC.	
Does the EOC have a separate HVAC system that is available and controllable 24-hours a day, seven days a week (24x7)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the EOC control the HVAC for the support areas (eg: file rooms, server sites)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Estimate the cost to provide an independent HVAC for the EOC and support area?	\$.
5) Accessibility: Examine whether the facility complies with barrier free design requirements and the cost of modifications.	
Are there constraints or special access needs that must be met to sustain operations? List these items and their estimated cost: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Item Name:	\$.
Item Name:	\$.
Item Name:	\$.
Item Name:	\$.